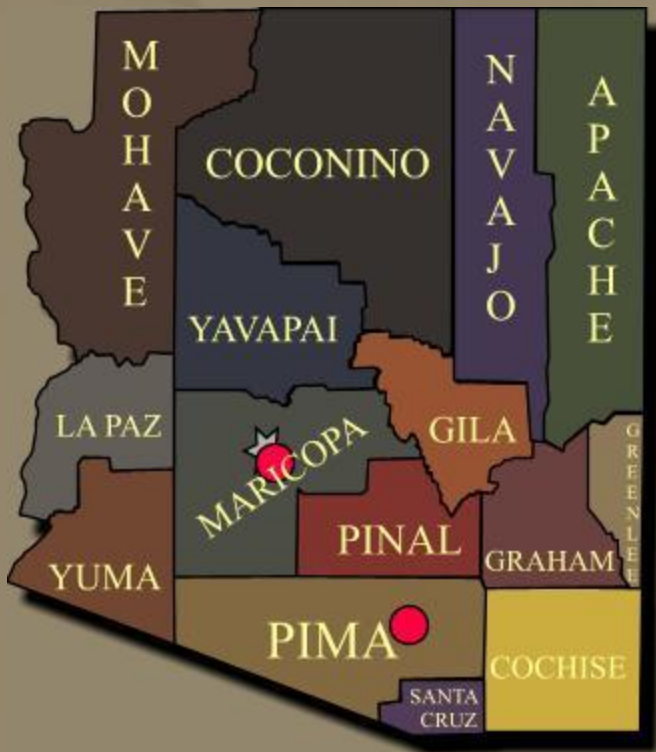


COUNTY COURTS' INFORMATION TECHNOLOGY STRATEGIC PLAN UPDATES 2014-2016

Commission on Technology
Analysis, Review, and Approval
June 7, 2013



2014-2016 ITSP Development

- ▶ COT directed **change to frequency** of plan updates – 9 plans
- ▶ Continued **two-step planning approach**
- ▶ Collected **business drivers** first
- ▶ Collected updated **IT initiatives, projects, and inventories**
 - Focused on **project lifecycle and alignment** information
 - Inventory relied largely on ACAP **post-refresh** numbers
 - Updated some **statewide projects'** impact information
- ▶ Reviewing both **notable accomplishments and issues** discovered, and obtaining approval for each plan
- ▶ Will **communicate** COT decision/concerns to each presiding judge
- ▶ Switch focus to Branchwide Technology Strategic Plan
- ▶ **Approach for next year** will be 2 urban counties plus all rurals not included this year – 8 plans

COT Review/Approval of Projects

- ▶ **Recognizing** in concept the local needs, initiatives and drivers for technology projects
- ▶ **Approving** projects that clearly conform to existing standards and directions and have sufficient detail
- ▶ Not approving, but **acknowledging**, general references to projects which are pending future additional information to be provided
- ▶ **Rejecting** specific projects that appear to run counter to adopted directions and priorities
- ▶ **Reminding** all courts that referencing a project in an IT plan does not constitute a project investment justification, request for service, or a project plan as required by COT's project methodology

Court Technology Trends

- ▶ Desire to get/share **digitized materials** including e-citation, local public access solutions, online fillable forms, microfilmed historical docs – balance tipping toward digital input
 - **Workflow software** growing topic at GJ level
 - **eCitation** working in 130 courts, handling 20-25% of total citation load
 - **Disconnected scanning** adoption at 43 LJ courts and growing
- ▶ Local **video projects** on the rise, though most in concept stage, motivation is training clerks or making court friendlier for users
 - Will bring associated bandwidth /traffic priority impacts
- ▶ **Out-of-support** operating systems, office productivity tools, and database management tools remain widespread **but are slowly being slowly addressed over time**
 - **Gaps will widen** as EA targets get updated again next year

Ageing Software Details*

Product/Release	Mainstream Lost	All Support Lost	Replacement
Windows NT 4 s	12/31/2002	12/31/2004	Windows 2000 s
Windows 2000 s	6/30/2005	7/13/2010	Windows 2003 s
Windows 2003 s	7/13/2010	7/14/2015	Windows 2008 s
SQL Server 7	12/31/2005	1/11/2011	SQL 2000
SQL 2000 s	4/8/2008	4/9/2013	SQL 2005 s
SQL 2005 s	4/12/2011	4/12/2016	SQL 2008 s
Windows XP	4/14/2009	4/8/2014	Windows 7/8
Office 2000	6/30/2004	7/14/2009	Office 2003/7/10

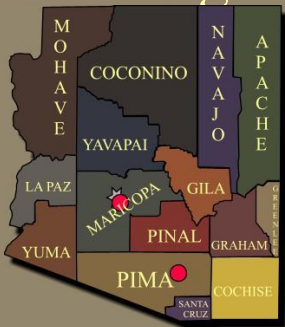
* Dates according to Microsoft product lifecycle support website

Court Technology Trends (cont'd)

- ▶ Frustrations continue over lack of statewide **e-payment solution**
 - Courts that adopted early are already changing vendors
 - Most part of larger solution (county or city)
- ▶ Courtroom **audio/video refreshes** underway; plans in place to expand reach and coverage, including **remote interpreters** in rural superior courts
- ▶ Several courts pursuing local resources to write own custom reports
- ▶ Increased growth of local court technology resources; **project numbers steady and completion rate slowing** over previous years
 - Most project end dates getting extended
- ▶ **Common items** I won't cover for every court

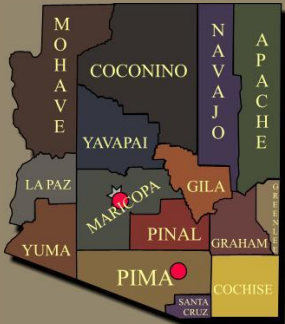
COCHISE COUNTY COURTS

- ▶ Implemented ADRS, JWI, AZTraCs e-citation; adopted disconnected scanning approach for LJs countywide
- ▶ Probation implemented “Ed-Options” online education resource for detention center
- ▶ Various LJ courts implementing red light enforcement, **e-citation** with local PD, and **e-payment** solutions
- ▶ Superior court using reports to track data entry efficiency
- ▶ Implementing **videoconferencing** for remote interpreters to solve resource shortage
- ▶ Continuing Arizona Memory Project and Law Day sponsorship
- ▶ **Numerous products remain in containment and retirement categories with no plans to replace or update**



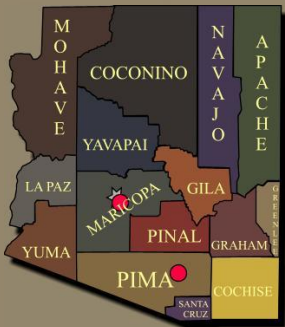
GRAHAM COUNTY COURTS

- ▶ Inaugurated comprehensive physical security program at superior court
- ▶ Implemented video surveillance systems to improve court security and observe tutoring in juvenile detention facility
- ▶ Willing to be pilot court for bench automation
- ▶ Expanding videoconferencing breadth, capability, and conformance to state standards
- ▶ LJ courts upgrading digital audio; interested in disconnected scanning; JP#1 pursuing standalone OnBase system
- ▶ **Use of Notes/GroupWise** affecting AJACS calendar adoption



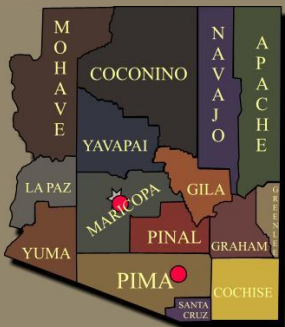
GREENLEE COUNTY COURTS

- ▶ Implemented creative solutions to local staff retention and resource problems
- ▶ Joining statewide remote court reporters project
- ▶ Pursuing integration with county justice partners to eliminate re-keying
- ▶ Continuing to improve physical security in courthouses
- ▶ Began providing electronic files for visiting judges
- ▶ Justice courts' **financials in Microsoft Money**; data outside AZTEC **will not be converted** to LJ CMS
- ▶ Very little LJ court input to plan



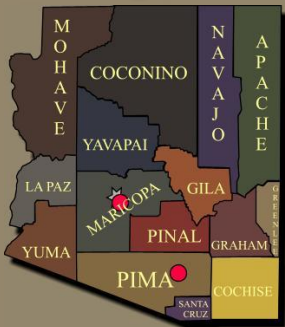
LA PAZ COUNTY COURTS

- ▶ Continuing to pursue **paperless court** operations
 - Electronic records transfers to COA1
 - EDMS, standardized forms, e-payment, e-citation
 - Two LJ courts already on disconnected scanning
- ▶ **Restored TIP/FARE functionality** in AJACS (criminal); working toward restoring non-criminal
- ▶ Replaced legacy telephone system
- ▶ Willing to be early adopter of bench automation
- ▶ Expressing concern for bandwidth at most remote courts as EDMS, eBench, and e-Filing implement
- ▶ Still very little individual LJ court input to plan



MARICOPA COUNTY COURTS

- ▶ Implemented IA Jail Module, initial development undertaking for ICIS Next Generation CMS
- ▶ Clerk completed e-Filing Foundation project, initiated juvenile electronic court record
- ▶ Focusing on digitization, internal and external information sharing, and electronic access to court and public records
- ▶ Developing systems to capture, evaluate, and communicate court performance
- ▶ Imaging closed paper files for Adult Probation
- ▶ Opened 26th justice court precinct



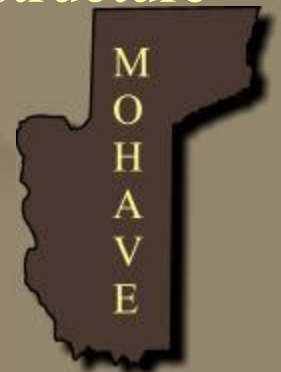
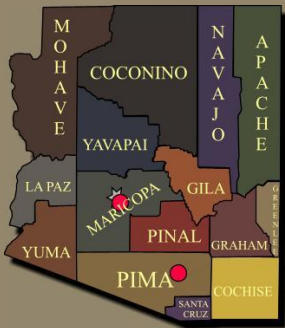
MARICOPA COUNTY COURTS

- ▶ Numerous LJ courts expanded docket display systems, enhanced automated reporting, improved local business continuity
- ▶ Phoenix piloting real-time warrant approvals
- ▶ Mesa approaching legacy CMS replacement with AJACS
- ▶ Wide range of **retirement items still in production** use, especially Windows 2000 server and old SQL versions; some plans to upgrade
- ▶ Several LJ courts as well as COSC have **production data residing in MS-Access**, posing risk
- ▶ Submitted consolidated IT strategic plan with wider LJ scope!



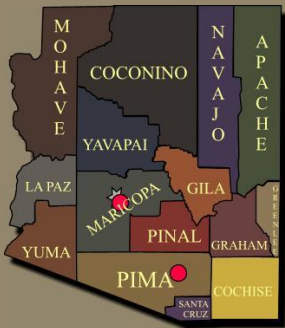
MOHAVE COUNTY COURTS

- ▶ Expand community outreach using kiosks for various functions; redesigning public website; and creating service videos to explain court processes
- ▶ Expand integration with justice partners; facilitate integration with other records management systems
- ▶ Improve case management practices and service levels, making use of automated performance measures leading to a judicial dashboard
- ▶ Have placed over 2700 fillable PDF forms on self-help websites
- ▶ Constructed several local applications (superior court)
- ▶ Desire a superior court **workflow solution** outside AJACS; require **upgraded jury software statewide** to integrate w/ local kiosk product
- ▶ Changed out e-payment vendor for limited jurisdiction courts
- ▶ **Addressing architecture issues** with servers and infrastructure



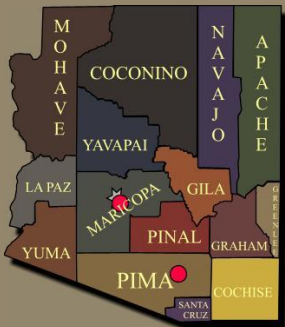
NAVAJO COUNTY COURTS

- ▶ Continuing to enhance web-based, public information about services, processes, court calendars, and forms
 - Digitized over 70,000 historical documents
- ▶ Successfully implemented **OnBase 11 SP2** w/ Unity; still need **DTM installation**
- ▶ Participated in reports design team for AJACS; working to restore lost reporting and collections functionality
- ▶ Involved in countywide **integrated phone system** rollout (VOIP)
- ▶ Expanding videoconferencing to additional appearance types in justice courts and into Juvenile Detention
- ▶ Some caseload and collections data resides in **MS-Access**, but not used for production processes



PIMA COUNTY COURTS

- ▶ Continued development of functional enhancements for AGAVE CMS; extending AGAVE to juvenile bench with JOLTSaz integration
- ▶ Anxious to expand statewide electronic filing project to more law firms and case types; pilot court for new statewide eBench solution
- ▶ Participated in VOIP phone replacement; pursuing secure cloud computing for judicial staff
- ▶ PCCJC pursuing AGAVE enhancement for justice court case processing
- ▶ **Numerous out-of-support DBMSs and O/Ss** continue to present risk
 - Superior court and clerk planning PC refresh
 - Tucson updating technology across the board in plan period
 - Other projects in place to replace end-of-life hardware and software
- ▶ Focus on improving records management, expanding digitization, and collections/web payments at LJ courts



YUMA COUNTY COURTS

- ▶ Plan to relocate JP#1 and establish new superior court division
- ▶ Implemented docket display software at Yuma Justice Center
- ▶ Began multi-year audio/video upgrade at superior court; expand scope and use across all courts
- ▶ Improve case processing using **workflow software**, performance measures, and automated ticklers
- ▶ Digitized microfilm/microfiche in Clerk's Office
- ▶ Replicate key automated systems offsite
- ▶ Plan to address **numerous hardware and software items falling out of support**

